



DUTY STATEMENT

Classification: Information Systems Technician		Position Number: 180-1360-920
Division/Office/Section: AFITS/ITS/Support Services Section		
Location: Sacramento	Effective Date:	
Employee's Name:	Supervision Exercised: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Supervisor's Name:		
Collective Bargaining Identifier (CBID): R 01		

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and, adhere to department policies and procedures regarding attendance, leave, and conduct.

POSITION DESCRIPTION:

Under the supervision of the Senior Information Systems Analyst, Supervisor, the Information Systems Technician (IST) will provide Information Technology (IT) support to CalRecycle staff in the Information Technology Services, Computer Help Center. First line support for CalRecycle employees, troubleshoot IT help calls and tickets when received. Will be expected to handle a varied workload of incoming help calls and help tickets related to computer hardware, components and software.

ESSENTIAL FUNCTIONS

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| 45% | Assist with resolving customer problems and issues in the use of CalRecycle Office Automation software, (Windows Vista and 7, Office 2007 and 2010 includes Word, Excel, PowerPoint, Outlook, and end user database applications and hardware. Assist staff with the maintenance and repair of computer hardware components and peripherals. Configure computer systems for new users and setup computer system at user's work area. Provide assistance to Citrix Users (Remote Access/Telework Users). Enter help center calls into the Help Center Database for tracking/reporting purposes. Setup of presentation equipment and laptops for meetings and conferences. |
| 35% | Assist with the CalEPA Multimedia/Audio Video services in the hearing rooms and conference rooms with video teleconferencing capabilities. |
| 10% | Work on BarScan inventory database, analyzing data for IT equipment assignment, update maps, update procurement activity through SCPRS |

MARGINAL FUNCTIONS

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| 5% | Configure mail access on Smartphones and minor troubleshooting. |
| 5% | Remove E-Waste for disposal, remove cardboard and packaging materials for recycling, move boxes and equipment. |